



## Making sure the millenium change is smooth for both computers and people

**S**ix months from now we'll find out if all the doomsayers are right. But to ensure they are wrong, many people in DSHS have been working long and hard to see that all our vital services continue working and make a smooth transition from 1999 to 2000.

"Washington State has a reputation for being one of the front-runners in addressing DSHS Year 2000 issues and DSHS is its biggest agency," said Kathy Rosmond, Year 2000 Program Office Manager. "We have been recognized both within the state and nationally for addressing these issues early, and this is thanks to the leadership of Deputy Secretary Charley Reed."

Rosmond explained that in 1995 DSHS began to determine what computer systems and electronic equipment would need to be updated to be Year 2000 ready. The Year 2000 problem centers around programs' use of only the last two digits instead of all four to designate the calendar year. Some computers will identify "00" as "1900."

To ensure all essential systems work as required, the Year 2000 Program Office worked with technical staff throughout the agency to inventory their computer systems, assess their needs, determine how to make the needed changes, make the changes, and test the systems.

Once this process is completed the systems are deemed Year 2000 compliant.

"By the end of June all our information technology systems will be compliant," said Rosmond.

The next step is for an independent validator to review the test results and verify the compliance.

"DSHS is having an independent validator do the final check," Rosmond said. "This is one more step than other agencies are taking." The final step is for Secretary Quasim to send a letter to the Governor's Office certifying that we have taken the necessary steps to ensure our computer systems will not have Year 2000 problems.

Of concern, in addition to computer software programs, are embedded chips such as those found in medical equipment. The Department of General Administration has a risk assessment program for "vital business services." They require each agency to identify vital services and determine how they will either fix the embedded chips or care for clients in the event systems fail.

Of the 5,000 electrical, medical, and mechanical systems identified, 2,000 have embedded chips, but only 25 need Year 2000 upgrades. "We have partnered with the University of Washington to test our medical equipment," she said.

Within DSHS, vital businesses are prioritized as:

- services within our continuous care facilities, including mental health, developmental disability, and juvenile rehabilitation institutions, and
- three infrastructure services: phone systems, computer operations in headquarters, and the network services that connect all computers and phones across the state.

Concurrently, throughout the department programs and community offices are developing exhaustive contingency plans in the event of failures. The residential facilities have developed contingency plans allowing for seven days of disruptions like

power outages. Those whose services are critical, but not a direct threat to health and safety, are planning for three days.

"These preparations are similar to those for any disaster, such as last winter's ice storm," said Rosmond.

Field offices are responsible for:

- desktop equipment, including computer hardware and software,
- Local Area Networks (LANs)
- office equipment, such as FAX machines, cell phones, pagers,
- any assistive technology devices that DSHS employees use to do their jobs, such as adaptive keyboards.

As we near the new millennium, Rosmond said, "There will be surprises, we know that. There are always things that we can't predict."

**Year 2000**

For information on Year 2000 readiness activities in other state agencies and local service providers, visit the Governor's Office Year 2000 Web site at <http://access.wa.gov/2000>. It includes a database that covers hundreds of service providers in seven sectors of the economy: city and county governments, emergency services, financial institutions, telephone, electricity, and natural gas. Gov. Locke has also issued the Year 2000 Readiness Report, which includes an extensive review of Year 2000 technology-transition preparations in Washington with information from state agencies, plus local government and private-sector companies.

**What should employees do?**

Employees are encouraged to develop a family emergency plan, just as they should have for any natural disaster (such as earthquake or ice storm) in the event services are disrupted for a period of time. The DSHS Year 2000 office is distributing emergency planning brochures to every employee.

Employees shouldn't give advice to clients, other than encouraging them to have a personal preparedness plan.

**If you have questions about:**

- The DSHS Year 2000 program or Year 2000 resources, contact Kathy Rosmond at (360) 902-7550;
- Contingency planning, call Karen Lichtenstein at 360-902-0232.

## Inside

AASA worker saves a life ..... **2**

Teams from across the state ..... **3**

Legislature wraps up business ..... **5**

All about your co-workers ..... **6**

## Misfortune inspires Boy Scout to help other foster kids

Editor's note: *The following column by Julie Mulstein is re-printed with permission from the Everett Herald. It appeared March 29.*

**L**ucas was eight years old when he arrived in the Lagerquist household. In the week he'd been in foster care, he had been in four different homes. He was away from abuse, but also away from all that was familiar.

Everything he had was in a paper bag.

The night he came, Marilyn Lagerquist said, a neighbor girl brought him a candy bar and a little hairbrush. Lucas, now 15, said it was the first candy bar he'd ever eaten. And after seven years, he still has the green plastic brush.

From that first night on, Lucas stayed with Marilyn and Eric Lagerquist, and they are now his parents. In 1997, the Silver Firs-area couple adopted the boy, who has autism. Lucas' life is full now, busy with Boy Scouts, the Mormon Church and the Edmonds School District's Cyberschool, a program for home-schooled children. But he hasn't forgotten unhappier times. "I wanted to do something for others so they wouldn't feel so scared and alone," he said.

So for his Eagle Scout project, Lucas came up with an idea to put help for foster children in the bag. He collected fabric to make 70 duffel bags, then filled the bags with

*(Continued on page 5)*

Secretary's  
corner  
by Lyle Quasim



I dedicate this column to all the volunteers who help the people at DSHS do our business as we serve the 1.2 million people each year in the state of Washington.

When I was 11 my mother, Ophelia, said “You can stay in this house as long as you’re in school or working.” I thought, fine, it’s September and I’m in school. When June came around my mother said, “Now what are you going to do?” She then arranged for me to spend my summer days tending an older neighbor’s yard.

My mother said, “You must always give to your community in some way.”

That lesson has stayed with me throughout my life. On one recent Saturday I attended a meeting of the Black Collective, a group that provides assistance and leadership in the African American community of Pierce County. From there I attended a meeting of the Martin Luther King organization, of which I’m a board member. We dealt with challenging budget issues and how to keep providing shelter care for homeless people. Following that I attended training for board members of the NAACP Pierce County Chapter. I am also on the Board of the YMCA and the Emergency Food Network; and I work with the American Leadership Forum, plus Rotary International.

When I reflect, there was only one period of my life when I was not involved in some way in my community. During that time I learned that I volunteer for what it says about who I am; indeed it defines who I am.

While I may have started out volunteering to see that proud, pleased smile on my mother’s face, now I do it to see the smiles on the faces of the people whose lives are intimately affected by the efforts of these organizations.

One of the most endearing statements I remember anyone saying to me came from someone who didn’t particularly like me. After a school board meeting he said, “Aren’t your kids about ready to graduate?” He was looking forward to my departure. I shared that I have no children. Surprised, he said,” Then why are you here meeting after meeting?”

I said, “Because I live in this community with these kids. They are growing up to be our next leaders. What happens to them happens to me.”

We must be part of our communities and give of ourselves. It’s not okay to say, “I have mine, now get yours.”

*Lyle Quasim*



# Words about our work

Employees, clients, and the public share thoughts on the work we do

Send your thoughts and/or letters from clients to Secretary Lyle Quasim, attention: Letters to The News Connection, P.O. Box (Mailstop) 45010, Olympia WA 98504; via e-mail Quasil@dshs.wa.gov

Dear Secretary Lyle Quasim and Dr. Jerry Dennis (former CEO Western State Hospital) –

On behalf of our family, I would like to commend the staff at Western State Hospital for the past care given to our father... For 10 years we dealt with symptoms of dementia at home, in hospitals, and in nursing care facilities. His last two and a half

years were at Western State. Our worst fear, involuntary commitment... our greatest surprise... the humane treatment and care of our loved one throughout the various and final stages of the disease. Our family was allowed to observe and participate in decisions and reviews concerning care, treatment, and comfort.

Staff at Western State, in spite of the difficult work, always seem up

for any challenge. They are well trained in handling patients. They are knowledgeable, caring, and concerned caregivers. In (Ward) S-6 where my father spent his last days, we found the staff to be especially considerate and helpful. They have earned our respect as competent professionals.

Sincerely, Name withheld  
Tacoma

## State worker helps save a life

*Editor's note: Over the last three years, Adult Protective Services workers have seen a 75 percent increase in cases, growing from over 4,300 to over 7,700. Case managers investigate reports of abuse, neglect, exploitation, and abandonment of adults 18 years or older. When circumstances warrant, they work with clients to improve their circumstances and ensure they are safe from abuse and/or exploitation.*

Carol Couch, an Adult Protective Services social worker with Aging and Adult Services’ Aberdeen office, recently got a call to help an 81-year-old man experiencing memory loss and confusion. We’ll call him Jim. At Jim’s apartment,

Carol found he had no food or recent medical care, and was being victimized by others in the apartment building. Carol arranged food, found a doctor, and completed an application for Jim to receive a whole range of needed services.

But Carol didn’t stop there. She was worried about how Jim looked and took him to a doctor, who sent him directly to the Emergency Room. The doctor discovered a subdural hematoma, and said Jim would have died in two more days. Jim went to St. Peter’s Hospital in



Olympia, had surgery, and was in intensive care for two days. The surgery was a success and he recovered in a local nursing home. In the meantime, Carol’s co-worker Mike Holly was working to locate an Adult Family Home in Lacey for Jim. Carol worked with Jim’s family members from another state to organize his life-long belongings and affairs and help him move into his new home.

## Collaborators focus on permanent homes for foster children

Providing permanent, stable families for every child in foster care is the vision of a new five-year plan recently announced by Gov. Gary Locke, Attorney General Christine Gregoire, Supreme Court Chief Justice Richard Guy, State Sen. Jeanine Long, Assistant Secretary Rosie Oreskovich, other children’s advocates and adoptive families.

The plan was developed by a statewide coalition of more than 300 representatives from 90 public and private agencies, tribes and organizations.

The Washington Permanency Framework will promote common goals, facilitate cross-system problem solving, and coordinate efforts of those involved in securing permanent homes for foster children.

Approximately 11,000 children in Washington are in out-of-home

care on any given day. While most are reunited with their parents, many are not. In 1997, 39 percent of the children in care had been there for longer than two years. For those who did achieve permanence in 1997, either through adoption or guardianship, it took on average four years.

One focus of the Framework is on the need to increase community involvement, including engaging the support of businesses, neighborhood groups, schools, as well as individuals, who are willing to make a permanent commitment to kids.

Young children and adolescents are being specifically targeted because of the special developmental issues raised by early brain development and the importance of preparing youth for independent adulthood.

### The seven success measures are:

- More children have permanent plans achieved (return home, adoption, guardianship, or long-term foster care agreement);
- Less time spent in temporary out-of-home placements;
- Fewer children whose permanent plan disrupts;
- Increased stability of children in out-of-home care (fewer placement changes);
- More children placed with extended family members;
- Adherence to established timelines; and ,
- Reduced disparity for African American and Native American children in out-of-home care.

All stakeholders have agreed to work together, to plan collaboratively, and to evaluate their progress annually.



Sharing our successes and commitment to reaching beyond the expected to the excellent

# Quality IN DSHS

## Teams create results in all parts of the state

“If you want to build a ship, don't drum up people together to collect wood and don't assign them tasks and work, but rather teach them to long for the endless immensity of the sea.  
– Antoine de Saint-Exupery

”

### PROJECT: DEBT CALCULATION TEAM

Within the Division of Child Support (DCS) a month-by-month debt calculation must be completed on each child support case at least once a year to determine what the non-custodial parent owes. In addition, the calculation must be completed anytime something significant happens on the case, such as the child changes residence or is emancipated.

This is a time consuming activity. There was also no standard format for completing them. Some support enforcement officers made their



Team members: (from left, standing) Lyla Hatfield, Tami Johnson, Julie Woods (team leader), Daniel Petruso, and David Smith; (seated) Brian Coleman and Cathy Price.

calculations on paper and stored them in paper files, others did them on their computers and stored them there. If the case was transferred, the new support enforcement officer had to do new calculations.

In response, the Debt Calculation Team developed a local area network calculation program which standardized the format and allows the calculation to be completed online. All calculations are stored in a central data file and can be easily accessed by any support enforcement officer assigned to the case.

#### Results:

- Average time saved per calculation is 29 minutes. For the over 39,000 cases in Spokane, that equals an annual FTE savings of 18,979 hours, or \$334,031.
- The accuracy of debt calculations has greatly improved.
- Increased staff time is available for collection actions and reduction of the backlog in review codes.
- The process is being adapted for all DCS offices.

Team members: Julie Woods (team leader), Dan Petruso, Jeff Gunderson, Brian Coleman, Cathy Price, Lyla Hatfield, Tami Johnson and David Smith.

### PROJECT: KENNEWICK COMMUNITY SERVICES OFFICE MAIL FLOW

Mail received within the Community Services Office was not being dispersed to financial workers in a timely way. Most documents were matched to records weeks after they were received. The delay in routing and batching documents to workers caused hurried work by workers and some documents being worked without case records.

The Team changed the mail flow system so all documents go to the financial staff first for review. Each day financial services specialists review documents, sort those they need without batching, such as monthly reports housed in their cubicles. The remainder are placed in a box labeled “batch.”

Now batch clerks focus just on those documents, eliminating unnecessary searches. The mailroom/batch area is now more organized. Bar-coding has been emphasized. Each workers’ cubicle and other floor locations are “wanded” to keep updated information on where records are, increasing the success of finding records.

#### Results:

- Documents are matched to records within 48 hours (previously took weeks).
- There is an 80 percent reduction of backlog filing.
- Less time is needed to batch by “culling” unnecessary documents through the financial worker and providing priorities to clerk on batching assignments.
- The mail is more organized.
- There is more awareness of the need for bar-coding case records.

Team members: Charlotte Tobin, Dulce Gonzalez, Berta Garza, Tammy Knigge, Victoria Rasmussen, Tatjana Mirc, Tom Balzer, Sharon Base, Cecile Amaro, Rosa Gonzalez, and John Olivas, administrator.



Team members: (back row, from left) John Olivas, administrator, Dulce Gonzalez, Sharon Baze, Tatjana Mirc, Tammy Knigge, Tom Balzer; (front row) Victoria Rasmussen, Berta Garza, Cecile Amaro, and Rosa Gonzalez.

### Public Service Recognition Week Yakima staff support public service



**YAKIMA DSHS STAFF** played host May 6 to the Seventh Annual Public Service Recognition Week (PSRW) Barbecue. Other participating agencies included the Department of Labor and Industries and Employment Security Department. The annual barbecue is a fundraiser for the Yakima County PSR Scholarship. The scholarship is awarded annually to Yakima County high school graduates who plan careers in public service. Last year four scholarships were awarded. Theme for the event was Everyday Heroes in Government. Prominently displayed were all Eastern Washington entries in the statewide PSRW Poster Contest for fourth grade students. Theme for the poster contest was also Everyday Heroes in Government. First place winner in the statewide contest was 10-year-old Oracio Valdez Jr., Toppenish.

# Teams create results in all parts of the state

## PROJECT: IMPROVING MEDICATION DISTRIBUTION AT WESTERN STATE HOSPITAL

A team of Western State Hospital pharmacy and nursing staff focused on improving the process of refilling prescribed patient medications. Before this project, each patient's medications were refilled once a month, a process that for the 33 wards took up to 200 hours of pharmacy staff time. Ward medication nurses had to deliver and pick up the containers to be refilled at a central location, requiring 33 hours of nursing time each month. Wards were also without medications about six hours each month while being refilled.

To improve the process, a Baxter machine was purchased that automatically fills prescriptions with 99 percent accuracy, using easy-to-open packets. With the time saved, pharmacy staff can refill medications weekly, deliver the refills to the wards, and still take less time than before.

Results:

- The need to hire additional pharmacy staff was eliminated.
- A total of 7.2 hours of pharmacy staff time was saved each month in filling and delivering refills.
- Thirty-three more hours of patient care were provided each month because no medication nurse time is spent running containers back and forth to the pharmacy.



Team members: (from left, back row) Stacia Gahms, Pht, team leader, Julie Neff RPh, Cliff Stewart, MHLPN, Don Dicks CAP4, Connie Roth IOP coordinator; (front row) Joni Rudin, PhT, Pauline Montances, MHLPN, Suzette Reyes, RN3, Staff Development, Pat Pickett, ADNS, Katy Williams, pharmacy director, Wanda Ray, MHLPN.

- More than 70 percent of the nurses rated the new process for refilling the prescriptions and the new packaging as convenient or more so than the previous process.

Team Members: Stacia Gahms (team leader), Julie Neff, Joni Rudin, Don Dicks, Wanda Ray, Cliff Stewart, Connie Roth, Pat Pickett, Katy Williams, Judy Miller, Pauline Montances, Suzette Reyes, Jessica Grant, Dab Sanford, and Amos Brinkley.

## PROJECT: FAMILY PRESERVATION SERVICES REGION 1 TEAM

The Family Preservation Services and Intensive Family Preservation Services programs in the Children's Administration have complicated eligibility payment, tracking, and reporting requirements. Budgets were difficult to track and monitor. Vendors were not receiving timely or correct payments, plus they did not have a single point of contact for issues.

Under the old process, all social workers were responsible for making payments to vendors serving their cases. A single supervisor was spending full time determining eligibility, budget tracking and reporting, and troubleshooting problems.

The Family Preservation Services Team developed a new process whereby social workers complete a short referral form for approval by their own supervisor, which becomes a payment authorization. Responsibility for payments, budget tracking, and receiving and sending reports is centralized in a single payment clerk who spends only quarter-time on those tasks. Now all supervisors approve the referral forms from their units.

Results:

- 1,044 annual FTE hours saved.
- Improved customer service, as vendors have one point of contact (payment clerk).
- Timely and accurate payments to vendors (virtually eliminated overpayment errors).
- Accurate client eligibility and referral.
- Accurate, timely monthly reports.

Team members: Ned Panther, Connie Bacon, Carol Anderson, Bev McLaughlin, Mark St. John, Pam Copeland, and Lee Alsing.

## PROJECT: STREAMLINED LICENSING FOR ADULT FAMILY HOMES



Team members: (from left) Geri Ruby-Jones, Ben Blake, Stacy Winokur, (above right) Janice Shurman and (below right) Dan Simnioniw. (Not pictured: Jan Thompson)

Adult Family Home (AFH) providers expressed concern about spending repetitious time each year completing lengthy applications for renewal of expired licenses. Staff from Aging and Adult

family home providers would be contacted annually to verify information rather than complete annual applications. The proposal resulted in a change in law and rule that allows AASA to issue non-expiring licenses. Providers simply submit verification of information and an annual fee, instead of completing a lengthy application each year.

Results:

- Efficiency is improved through reduction in paperwork and processing with a savings of 500 FTE hours annually.
- DSHS staff time and provider time is redirected from paper work to higher priority tasks, including quality assurance and client care.
- There is increased provider satisfaction by reducing time, effort, and money spent on completing applications.
- There is increased staff satisfaction due to an improved approach to providers.

Services Administration (AASA) worked with provider associations to consider ways to minimize paperwork for providers. They were able to develop a proposal for a system in which adult

Teams members: Jan Thomson, Ben Blake, Stacy Winokur, Geri Ruby-Jones, and Janice Shurman (AASA), and Dan Simnioniw, Washington State Residential Care Conference of Adult Family Homes.



### Sharing our successes and commitment to reaching beyond the expected to the excellent

Each of the eight administrations has steering committees to assist in leading the department's efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Bill Wegeleben, internal quality consultant, at (360) 902-0865 or e-mail at [wegelwh@dshs.wa.gov](mailto:wegelwh@dshs.wa.gov). Please visit the DSHS Intranet Quality Improvement site at [intra.dshs.wa.gov/news.htm](http://intra.dshs.wa.gov/news.htm) for ongoing updates of plans, successes, and accomplishments.



# Legislature gives state employees a raise, approves several new programs for elderly, children

The State Legislature passed the 1999-2001 State Operating Budget in the late hours of April 25th—the final day of the regular session—giving DSHS \$5.13 billion. During the next two years, the agency will provide services to over 1.2 million people (per year) with \$12 billion from combined state and federal funds.

“This Legislature provided a decent budget for social services that is slightly above what Gov. Locke requested,” said Stan Marshburn, DSHS budget director. “It represents approximately a \$1 billion increase over the last biennium to continue existing programs, with a few new programs.”

The total state budget of over \$20 billion is \$75 million below the Initiative 601 spending limit.

State employees will receive three percent raises on July 1, 1999 and July 1, 2000. While employees will see some increase in their health care costs, the state will maintain its share of the coverage.

DSHS vendors will see a two percent raise each year. One of the few budget items that increased is in services for the elderly and physically disabled. Funding was approved to provide more community living options.

The department will begin providing health care coverage to children under 19 with family incomes between the 200-250 percent of federal poverty level (FPL), under the new Children’s Health Insurance Program (CHIP).

Up to 10,000 additional children will receive coverage under the program. The authorized \$4 million enables the state to receive federal matching funds. The state already provides health care coverage for children under the 200 percent FPL.

The department is to seek a federal waiver, and if granted, to provide family planning services to persons with family incomes at or below the 200 percent FPL.

The Legislature approved \$2.5 million for the HOPE Act, which will provide housing op-

tions, treatment, and education for homeless youth ages 14-18 who cannot or will not return to their family homes.

The Division of Children and Family Services is authorized to contract for 10 temporary residential placements by June 30, 2000 and 29 by June 30, 2001. Youth in these 30-day settings are to receive educational services, vocational training, job readiness and search assistance, treatment for chemical dependency, and counseling.

The Act also calls for 10 long-term residential beds by June 30, 2000 and 29 beds by June 30, 2001 where youth will receive training that will assist them in developing independent living skills.

Homeless children and their families will receive greater housing assistance as a result of a \$10 million appropriation. The legislators agreed with a joint proposal by DSHS and the Department of Community, Trade and Economic Development (DCTED). DCTED is to serve as lead agency responsible for planning and evaluating the shelter and housing needs of the homeless, in collaboration with DSHS, other federal, state, and local agencies and service providers.

While none of the bills targeting drug-affected infants passed, the budget authorizes \$2.9 million state, plus \$4.5 million federal funds for the department to conduct pilot programs in several locations, including one rural.

The goal is to reduce long term dependency on public assistance by encouraging drug-abusing mothers to choose treatment and by providing them with family planning services.

The Division of Alcohol and Substance Abuse will receive \$1.9 million state funds each year to provide 50 additional treatment beds for involuntarily committed persons. Substance abusing individuals who are eligible for involuntary commitment may voluntarily agree to this treatment in lieu of commitment. Incapacitated individuals who are high users of hospital services are to be given priority.

In the next biennium, the state is expected to receive \$323 million in the first installment of the national settlement of a lawsuit against four major tobacco manufacturers. Of that, \$100 million will go into a Tobacco Settlement Account to be spent on long-term tobacco prevention programs administered by the Department of Health. The balance, \$223 million, will go into the Health Services Account, which funds

health care for working families below the 200 FPL.

The 1999-2001 State Capital Budget was approved providing over \$69 million for construction, repairs, and maintenance of state-owned facilities. The department’s largest single item is \$43,870,000 for construction of a new Legal Offender Unit at Western State Hospital in Lakewood.

The legislators approved the 1999 Supplemental Operating Budget to cover shortfalls in DSHS. They provided \$4.7 million to cover a Court of Appeals ruling requiring the department to pay back wages and benefits to 61 employees who were affected by the closure of the PORTAL program in Sedro-Woolley.

For more specific legislative information visit the Legislative Relations Web site at <http://intra.dshs.wa.gov/LRel> or call Lois Felber at (360) 902-7811.

## Young boy’s experience breeds compassion

(Continued from page 1)

snacks, toiletries, small toys, pencils, coloring books, stuffed animals and books. After six months of work, he donated the bags to the state’s Child Protective Services, to be given to children being moved from one place to another.

Lucas and fellow Scouts from Troop 412 visited businesses seeking donations of everything from baseball caps to dessert coupons. Bags were sewn by women from the Church of Jesus Christ of Latter-day Saints in Mill Creek.

There’s a reason some kids can’t pack any belongings. After an initial report of abuse, CPS sometimes has to go into a school or day-care center to get a child being placed in a foster home.

“They come with nothing,” said Freda Magee, who helped Lucas with his project while she worked for the state Department of Social and Health Services.

No longer at DSHS, Magee is now with Snohomish County, working to expedite adoptions.

“These kids did nothing wrong,” Magee said. “Imagine going to someone else’s house, where everybody else has what they need.”

Lucas’ project gives children something of their very own. And getting something—anything—makes a difficult time easier, said Craig Daly, a Snohomish County Juvenile Court supervisor.

The 70 bags are a great start, but according to Daly there are about 400 dependency petitions filed every year in Snohomish County resulting in children being removed from homes. Those actions are initiated by CPS because of reports from police.

Children “come with nothing, and Lucas knew that firsthand,” Magee said.

She’s impressed with the way Lucas was able to mobilize other Scouts behind the project he calls Kids Helping Kids. “It reminds me of throwing a rock or stone into water, that ripple effect,” she said.

In paperwork Lucas filed with the board that decides who makes Eagle, he described the warm welcome he received from the Lagerquists. “I know I was much more fortunate than most foster kids are,” he wrote.

When I met Lucas, I saw a boy who is much more thoughtful than most.

“He’ll get his Eagle,” Lucas’ mother told me quietly after describing how he’d already presented the project to the board.

They’re waiting to hear, but I have no doubt Lucas will soon be soaring.

(Update: Lucas did receive his Eagle Scout award. He was honored for his efforts at a Foster Parent Recognition Dinner in Everett. His project is being replicated in Skagit County)

## Diversity Calendar

Each month throughout the year *The News Connection* features the next two months’ special dates, provided by the Division of Access and Equal Opportunity, Diversity Initiative. Help celebrate the richness of our world and the people of America. If you have a special date you would like included in the next calendar or want more information on the Diversity Initiative, contact Patte King at [KingPL@dshs.wa.gov](mailto:KingPL@dshs.wa.gov). Not all dates can be included because of length constraints.

JUNE	
GAY PRIDE MONTH	
1	Samoa: Independence Day
5	World Environment Day
11	Hawaii: King Kamehameha Day
14	US Flag Day
16	South Africa: Soweto Day
19	Juneteenth Freeing Slaves in Texas
20	Father's Day
21	First day of Summer
25	US: Gay Pride Day
27	Helen Keller's Birthday
28	Anniversary of Stonewall-Gay/Lesbian Movement
30	Zaire: Independence Day
JULY	
1	Canada Day
2	Thurgood Marshall's Birthday
4	US: Independence Day
10	Bahama Independence Day
14	Bolivia -LaPaz Day
25	ADA Anniversary Day
27	Puerto Rico: Barbosa Day
28	14th Amendment 1868; Blacks become citizens

# Shared leave

**Janet Bernhardt**, with Vancouver Home and Community Services Office, is in need of shared leave. For more information, contact Brenda Hicks (360) 664-7592.

**Sylvia Bush**, nursing care consultant, Region 4 Home and Community Services Office, has had unexpected surgery and is in need of shared leave. For more information, contact Sandra Green at (206) 341-7611.

**Bertha Davis**, social worker 2 with Pierce North Community Services Office, is undergoing chemotherapy and radiation treatments. She needs shared leave. For more information, contact Susan Dufrin at (253) 593-2896.

**Shirley Hines**, social worker 3, Region 4 Home and Community Services, is in need of additional shared leave. For more information, contact Sandra Green (see above).

**Diane Hughes**, with the Finance Division has a long term illness and is in need of shared leave. For more information, contact Judy Kyatta at (360) 664-5846.

**Elene Kellogg**, social worker 3, Region 4 Home and Community Services, has had total knee replacement surgery and is in need of shared leave. For more information, contact Sandra Green (see above).

**Julie Marchant**, financial services specialist, Region 3 Home and Community Services, is receiving treatment for bone cancer and is in need of shared leave. For more information, contact Connie McCormick at (425) 339-3992.

**Caryn Kennemore**, with the Administrative Services Division — Board of Appeals, is in need of shared leave. Her two-year-old daughter was diagnosed with leukemia in October 1998 and is currently in her fifth phase of an eight phase process of chemotherapy treatment at Children's Hospital in Seattle. Doctor's aren't sure how long the treatment will last. For more information, contact Tori Smith at (360) 902-8298 or e-mail at smithl@dshs.wa.gov.

## Minority Health Summit

Save a spot on your calendar for the 1999 Minority Health Summit on Sept. 8 at the Tacoma Sheraton Hotel and Convention Center. For more information, contact Eddie Ortiz, (360) 586-2454.

YES! Please register me for The 1999 Washington State Minority Health Summit.

(Please print clearly)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

Name of agency or organization: \_\_\_\_\_

ASL Interpreters will be provided. If you have other special communication or accomodation needs, please contact Eddie Ortiz at (360) 586-2454 or Gary Winston at (360) 383-3006.



## RETIREMENTS

Adames, Rudy  
27 Yrs. Division of Management & Operation Support

Barringer, Flow W.  
22 Yrs. Medical Lake Plant Maintenance Service

Billings, Terry J.  
32 Yrs. Chehalis Community Service Office

Billups, Loma A.  
30 Yrs. Aging & Adult Service Field Services

Birnel, Earl L.  
13 Yrs. Western State Hospital

Boronat, Frank E.  
19 Yrs. MS/ESD/Office Employee Svcs. Division

Colliton, Joann  
18 Yrs. Division of Developmental Disabilities – Renton

Compton, Colleen  
23 Yrs. Fircrest School

Crackett, Elizabeth  
13 Yrs. Holgate-Renton Community Services Office

Ford, Grace D.  
12 Yrs. Rainier School

Giles, William F.  
25 Yrs. N. King County Outstation Division of Developmental Disabilities

Gillette, Harwood J.  
20 Yrs. Child Study & Treatment Center

Gima, Earl A.  
19 Yrs. Western State Hospital

Gonzales, Reinaldo  
9 Yrs. Port Angeles Community Service Office

Grace, Veryl A.  
26 Yrs. Division of Disability Determination – Olympia

Heins, Erick F.  
8 Yrs. Western State Hospital

Holmes, Garth H.  
20 Yrs. Division of Health & Quality Support

Hunt, Daniel L.  
28 Yrs. Woodinville Group Home

Johnson, Steven R.  
31 Yrs. Division of Children & Family Central Spokane

Jorgenson, Barbara L.  
30 Yrs. Lakeland Village

Lowin, Aaron  
23 Yrs. Office of Research & Data Analysis

Manskey, Sheila  
28 Yrs. Lakeland Village

Margheim, George S.  
41 Yrs. Information System Services Division

Olson, Arnold F.  
22 Yrs. Aging & Adult Services Administration

Ossorio, Patricia  
11 Yrs. Division of Children & Family Services Headquarters

Penry, Joseph N.  
28 Yrs. Western State Hospital

Salmon, Rosalie  
25 Yrs. Eastern State Hospital

Scott, Violet H.  
31 Yrs. Division of Children & Family Services Walla Walla Office

Steinmetz, Linnea L.  
18 Yrs. Rainier School

Swim, Myrah R.  
27 Yrs. Spokane Division of Children & Family Services Central Office

Tobin, Charlotte R.  
25 Yrs. Kennewick Community Services Office

Wasierksi, Carol A.  
19 Yrs. Mental Health Division – Headquarters

Weber, Patrick A.  
30 Yrs. Division of Alcohol & Substance Abuse

Wells-Minzel, Janice  
29 Yrs. Division of Operation Support

Whitman, Marlene E.  
31 Yrs. Western State Hospital

Williams, Pearl Mae  
30 Yrs. Pierce North Community Service Office

These employees retired in April 1999



## SERVICE MILESTONES

### Region 1

5 Baker, Timothy  
5 Forquer, Shawn  
5 Holcomb, Richard  
5 Page, Patricia  
10 Berglund, Stephen  
10 Kincaid, Jack  
10 Millay, Teresa  
10 Naccarato, Melva  
10 Perry, Jeane Kaye  
10 Santschi, Karen  
10 Snyder, Virginia  
10 Styborski, Kathleen  
10 Van Doren, Kim  
15 Burkey, James  
15 Vetsch, Colleen  
20 Deleon, Maria  
20 Kniseley, Gerald  
20 Plunkett, Robert  
25 Clemenson, Nicholas  
30 Riddle, Marcia

### Region 2

5 Cervantes, Maria  
5 Fritsch, David  
10 Gonzalez, Teresa  
10 Sogge, Scott  
10 Wessels, Jeanne  
10 Whiteaker, Margaret  
15 Purcell, Nancy  
15 Wilson, Debra  
20 Guerin, Shirley  
20 Urrutia, Nora  
20 Volland, Nancy

### Region 3

5 McNallie, Carey  
10 Boercker, Yen  
10 Curnutt, Carrie  
10 O'Brien, Terry  
10 Sears, Marilyn  
10 Wang, Shu-Hui  
15 Chapman, Kathryn  
15 Kuenzer, Terri  
20 Parrish, Patricia  
20 Tijerina, Betty  
25 Darling, Lucinda

### Region 4

5 Canonica, Anita  
5 Cherry, Ronna  
5 Hung, Cynthia Ho-Ven  
5 Manion, Michelle  
5 Stence, Ronald  
5 Visintainer, Anita  
10 Conaway, Karen  
10 Gupta, Surya  
10 Locke, Marie  
10 Roberts, Judy  
10 Von Veh, Jennifer  
15 Barry, Nicole  
15 Decoteau, Janelle

15 Hughes, John  
15 Jackson, Kaaren  
20 Chandler, Barbara  
20 Conley, Susan  
20 Gamet, Helen  
20 Norman, Jeffrey  
20 Pietron, Barbara  
20 Shanell, Linda  
25 Chow, Katy  
30 McDonald, Margaret  
30 Rodriguez, Cynthia  
30 Vander Hyde, Marian

### Region 5

5 Grothe, Raymond  
5 Iverson, Deborah  
5 Jackson, Alma  
10 Heblich, Cheryl  
10 Lorimer, Katherine  
15 Alessandro, Anita  
15 Bradley, Jane  
15 Johnson, Celia  
15 Pearce, Judith  
15 Thompson, Dianne  
20 Bjornsson, Donna  
20 Blessing, James  
30 Bowes, Martin  
30 Pettit, Helen  
30 Post, Amy  
30 Robinson, Jean

### Region 6

5 Esch, Anthony  
5 Krusbe, Jane  
5 Skipworth, Karolyn  
10 Querin-Rorie, Jennif  
10 Streeter, Patricia  
15 Christopher, Leslie  
15 Holcomb, David  
15 Jacobs, John  
15 Knight, Richard  
15 Kozlowski, Ronald  
15 Lowe, Michael  
15 Marker, Deborah  
15 Patner, Samuel  
15 Rose, Charmaine  
15 Segur, Brett  
15 Swinth, Bonita  
20 Barton, Karen  
20 Wasmundt, Corrine  
25 Conzatti, Sharon  
30 Billups, Loma  
30 Fritsch, Rosalie  
30 Girard, Susan

### DSHS Headquarters

5 Chase, Constance  
5 Cody, James  
5 Gallagher, Kate  
5 Hirose, Misa  
5 Hong, Yu Mi  
5 Kernan, Kevin  
5 McAlpine, William  
5 Nguyen, Tuyet Anh

5 Tilton, Edward  
5 Tran, Thach  
10 Barnes, Michael  
10 Crawford, Eric  
10 Groennert, Joanne  
10 Hines-Givens, Monica  
10 Hinkle, Eva  
10 Hogenson, Kurt  
10 Howard, Gloria  
10 Janson, Martha  
10 Reed, Edna  
10 Jennings, Patricia  
10 Kurz, Shirley  
10 McGuire, Nicki  
10 Moe, Lorrie  
10 Mustoe, Janice  
10 Piper, Stephen  
10 Reed, Edna  
10 Schnase, Donald  
10 Simmons, Richard  
10 Varon, Renee  
15 Baltutat, Laurie  
15 Bendemire, David  
15 Burman, Deborah  
15 Davis, Margie  
15 Duling, Pamela  
15 Haubert, Sandra  
15 Hill, Kevin  
15 Lee, Ricky  
15 Mc Dougall, Gene  
15 Mills, Donna  
15 Sarver, Burt  
15 Sauser, Gregory  
15 Sayan, Rebecca  
15 Turner, Steve  
20 Ferreria-Wagner,  
20 Gowan, Karen  
20 Hannes, Frederick  
20 Lockrem, Donald  
20 Malloy, Darla  
20 Manaois, Orlando  
20 Paull, Lorna  
20 Palmer, Beverly  
20 Taylor, Linda  
25 Abbott, Judith  
25 Atkins, Rodney  
25 Bergh, William  
25 Blair, Peter J  
25 Ingalls, Susan  
25 Kenney, Marene  
25 Mac Millan, Larry  
25 Mc Donald, Judy  
25 Wulfekuhle, Gary  
30 Cowan, Elizabeth  
30 Griffith, Karen  
30 Hargrave, Barbara  
30 Kludas, Susan  
35 Johanson, Patricia

### Consolidated Support Services

5 Bratton, David  
5 Holland, Colin  
15 Eylander, David

### Child Study & Treatment Center

10 Green, Tamara  
15 Maltman, Mary

### Eastern State Hospital

10 Beaven, Jane  
10 Kelley, Kay  
10 Murray, Michael  
10 Reynolds, Rene'  
10 Tingley, Elaine  
15 Atchison, Elizabeth  
15 Erickson, Charles  
15 Kluender, Teresa  
15 Rison, Cynthia  
20 Grunner, Raija  
20 Wright, Edward

### Echo Glen Children's Center

5 Hansen, Steven  
5 Walrath, Mark

### Fircrest School

5 Kennard, Cheryl  
10 Lovell, Shelia  
10 Whitehead, Preston  
20 Quall, Martha Jean  
25 Lackey, Stephen

### Frances Haddon Morgan Center

5 Elliott, Michael  
5 Hill, Gary

### Green Hill School

5 Reeves, Randy  
15 McKinney, Patsy  
25 Apperson, Craig

### Indian Ridge Youth Camp

20 Germick, John

### Lakeland Village

5 Ellis, Dawniel  
10 Morton, Larry  
10 Rivera, Janell  
15 Smith, Barry  
20 Anthony, Sharon  
20 Burbank, Joyce  
20 Dubey, Larry  
20 Harder, Harley  
20 Mann, Stephen  
20 Zimmer, Kathleen  
30 Colyar, Daniel

### Maple Lane School

5 Spence, Todd  
25 Harrell, Walter

### Naselle Youth Camp

10 Eaton, Robert

### Rainier School

5 Cotton, Janine  
5 Harrell, Judith  
5 Klanke, Julie  
5 Renick, Susan  
5 Sandberg, Julie  
10 Goudelock, David  
10 Hoyt, Mary  
10 Robbins, Jean  
10 Schuster, Teresa  
10 Stringfield, Betsey  
15 Ross, Gregory  
15 Sackerson, Susan  
15 Tickle, Ruth  
15 Wiggins, Nancy  
20 Larson, Christine  
25 Larson, James  
25 Miller, Roberta

### Special Commitment Center

20 Hanson, Dolly

### Western State Hospital

5 Dye, Alcina  
5 Griffin, Valerie  
5 Guingab, Manuel  
5 Hoover, James  
5 Moore, Michael  
5 Reed, Leona  
5 Sandhu, Charanjit  
5 Trujillo, Steven  
5 Williams, Robert  
10 Burgos, Yolanda  
10 Cabrera, Karen  
10 Cantrell, Caroline  
10 Dickinson-Fears,  
10 Hudson, Regina  
10 Ito, Joanne  
10 Marshall, Cindy Ann  
10 Motley, Allen  
10 Myers, Cheryl  
10 Owen, Greg  
10 Pedersen, Alice  
10 Reiber, Jean  
10 Ursich, Lavonne  
10 Ware, Janet  
10 Wilson, John S  
15 Devlin, Barbara  
15 Harvey, Bruce  
15 Lee, Sonja  
15 McFarland, Mitchell  
15 Stevens, Brian  
20 Campbell, Kim  
30 Murphy, Helen

### Yakima Valley School

5 Ostrowski, Paul  
5 Young, Tammy  
10 Peterson, Marilyn  
15 Aurand, Dona

These employees celebrated service anniversaries in April 1999